

09-15-00

A

Customer No. 20350
 TOWNSEND and TOWNSEND and CREW LLP
 Two Embarcadero Center, 8th Floor
 San Francisco, California 94111-3834
 (650) 326-2400

ASSISTANT COMMISSIONER FOR PATENTS
 BOX PATENT APPLICATION
 Washington, D.C. 20231

Attorney Docket No. 19852-000110US

"Express Mail" Label No. EL 630 576 274 US

Date of Deposit: September 13, 2000

I hereby certify that this is being deposited with the United States
 Postal Service "Express Mail Post Office to Addressee" service
 under 37 CFR 1.10 on the date indicated above, addressed to:

Box Patent Application
 Assistant Commissioner for Patents
 Washington, D.C. 20231

By: Ron Anton

22222 U.S. PTO
09/13/00

mitted herewith for filing under 37 CFR 1.53(b) is the
 patent application of
 continuation patent application of
 divisional patent application of
 continuation-in-part patent application of

Tor(s)/Applicant Identifier: SCOTT L. WILLIAMS et al.

Eq.: TECHNIQUES FOR MONITORING USER ACTIVITIES AT A WEB SITE AND FOR INITIATING AN ACTION WHEN
 THE USER EXITS FROM THE WEB SITE

This application claims priority from each of the following Application Nos./filing dates:
60/154,257, filed September 16, 1999, the disclosure of which is incorporated by reference.

Enclosed are:

1 page of the Title Page
 18 page(s) of specification
 10 page(s) of claims
 1 page of Abstract
 11 sheet(s) of [] formal informal drawing(s).
 2 pages of an Assignment Recordation Cover Sheet (in duplicate)
 3 pages of an Assignment of the invention to CustomerSat.com, Inc.
 4 pages of signed unsigned Declarations & Power of Attorneys
 1 page of a verified statement to establish small entity status under 37 CFR 1.9 and 37 CFR 1.27 is enclosed was filed in the prior application and small entity status is still proper and desired.

22222 U.S. PTO
09/662858
09/13/00

(Col. 1)	(Col. 2)	
FOR:	NO. FILED	NO. EXTRA
BASIC FEE		
TOTAL CLAIMS	41 - 20	= 21
INDEP. CLAIMS	7 - 3	= 4
[] MULTIPLE DEPENDENT CLAIM PRESENTED		

* If the difference in Col. 1 is less than 0, enter "0" in
 Col. 2.

Please charge Deposit Account No. 20-1430 as follows:

Filing fee \$ 690.00
 Any additional fees associated with this paper or during the pendency of this application.
 The issue fee set in 37 CFR 1.18 at or before mailing of the Notice of Allowance, pursuant to 37 CFR 1.311(b)

A check for \$ _____ is enclosed.
 1 extra copy of this sheet is enclosed.

SMALL ENTITY	
RATE	FEES
	\$345.00
x \$9.00 =	\$189.00
x \$39.00 =	\$156.00
+ \$130.00 =	
TOTAL	\$690.00

OTHER THAN SMALL ENTITY	
OR	RATE
OR	\$690.00
OR	x \$18.00 =
OR	x \$78.00 =
OR	+ \$260.00 =
OR	TOTAL

Telephone:
 (650) 326-2400Facsimile:
 (650) 326-2422

Respectfully submitted,
 TOWNSEND and TOWNSEND and CREW LLP

S. B. Kotwal
 Sujit B. Kotwal
 Reg No.: 43,336
 Attorneys for Applicant